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**FREQUENTLY ASKED QUESTIONS
ON THE ADMIN AND MANAGED
CARE TRANSITION (FAQs)**

Introduction

This document contains a range of frequently asked questions related to the transition in administration and managed care for Bonitas Medical Fund to Momentum Health and PHA respectively.

The content contained herein will be updated from time to time to ensure that it remains relevant to support the needs of stakeholders including financial advisors. All information contained below is correct at the time of publishing. Where there is a discrepancy between the rules contained in this document and the Scheme Rules, the Scheme Rules will prevail.

General queries

Question	Bonitas response
What is changing at Bonitas?	<p>From 1 June 2026:</p> <ul style="list-style-type: none">• Momentum Health will be the Scheme's administrator• Private Healthcare Administrators (PHA) will be the Scheme's managed care provider <p>These changes are designed to strengthen systems, improve service delivery and enhance the overall member experience.</p>
Does this mean that Bonitas is now part of Momentum Health?	<p>No. Bonitas remains an independent medical scheme. The Scheme has appointed Momentum Health as the administrator responsible for services such as member administration, claims processing and related support functions.</p>
Will my benefits or healthcare cover change?	<p>No. Your healthcare cover, available option benefits and access to care remain unchanged.</p>
Will my membership number change?	<p>No. Your membership number will remain the same. You can also continue using your current physical or digital membership card.</p>
How can I contact Bonitas?	<p>Please click here to access the full list of contact details for Bonitas.</p>
Where are the walk-in centres for 1 June?	<p>Please refer to the 'Get support' section on the website for updates on walk-in centres on 1 June. Bonitas members can also get assistance from the Metropolitan walk-in centres to ensure that they receive the support they need.</p>



Question	Bonitas response
How will it be managed if I have a query relating to a claim submitted under the previous administrator/managed care provider?	You simply send your query through to us at queryclaims@bonitas.co.za and you will be assisted. Please include as much information as possible to ensure you are assisted efficiently.
What is happening with the Bonitas Member App?	<p>A new enhanced Bonitas Member App is available for download from 1 June 2026 through:</p> <ul style="list-style-type: none"> • Google Play • Apple App Store <p>Please remember to re-register when accessing the new app for the first time.</p>
What is happening with the Member Zone?	<p>A new enhanced Member Zone is available from 1 June 2026 to all members on all plans. Simply visit www.bonitas.co.za/MemberZone to access the Member Zone.</p> <p>The platform provides 24/7 access to:</p> <ul style="list-style-type: none"> • Benefits information • Membership information • Claims and documents • Self-service tools <p>You will need to re-register when using the new Member Zone for the first time.</p>
Can I still access my information digitally?	<p>Yes. You can continue accessing your information and services through Bonitas digital platforms, including the:</p> <ul style="list-style-type: none"> • Bonitas website • Bonitas Member App, and • Member Zone <p>You can access WhatsApp on 076 172 3151.</p>



Membership queries

Question	Bonitas response
How will I get my tax certificate?	<p>Tax certificates were sent to members on 27 May via email. From 1 June, tax certificates can be downloaded from our digital channels.</p> <p>Queries on tax certificates can also be addressed through the new administrator by calling 0860 002 108 or emailing queries@bonitas.co.za.</p>
How can I get a new membership card?	<p>We encourage members to use digital membership cards which can be accessed via the Bonitas Member App and Member Zone. Physical cards can also be printed on request at the new Bonitas walk-in centres.</p>
What happens to my medical savings account?	<p>If you are on a savings option, your medical savings balance will carry over to the new administrator.</p>
What happens to my existing queries or unresolved queries?	<p>Any existing open queries will be transferred to the new administrator to ensure continuity of support during the transition. Queries can be addressed through the new administrator by calling 0860 002 108, sending a WhatsApp to 076 172 3151 or emailing queries@bonitas.co.za.</p>

Managed care queries

Question	Bonitas response
Will authorisations issued before 1 June 2026 be honoured?	<p>Yes, authorisations issued by the previous administrator will be honoured and incorporated into the PHA system. This includes all medicine authorisations previously granted, which will be seamlessly transferred. Members will not be required to reapply or obtain a new prescription, provided their existing prescription remains valid within the six-month cycle.</p>
What happens if I'm receiving oncology treatment, dialysis or ongoing care?	<p>Your care continues uninterrupted. This includes members receiving:</p> <ul style="list-style-type: none"> • Oncology treatment • Chronic renal dialysis • Chronic disease support • Other approved managed care programmes <p>Existing authorisations remain valid until expiry or clinical review.</p>



Question	Bonitas response
<p>Will my chronic medicine authorisation still be valid?</p>	<p>Yes. If you are registered for chronic medicine:</p> <ul style="list-style-type: none"> • Your current authorisation remains valid until expiry or clinical review • Your existing prescription remains valid until reviewed or renewed by your doctor • You should continue obtaining medicine from your designated service provider (DSP) pharmacy where applicable <p>If your prescription is nearing expiry, our team will work with you and your doctor to arrange renewal where needed.</p>
<p>What happens if I already have a planned hospital procedure booked?</p>	<p>Your planned procedure or admission will continue as scheduled.</p> <p>If you already have an approved authorisation:</p> <ul style="list-style-type: none"> • Your authorisation will be honoured • It will be transferred to the new system • Where required, updated authorisation information will be communicated directly to you <p>This includes planned procedures and maternity admissions.</p>
<p>What happens if I am in hospital during the transition?</p>	<p>There will be no disruption to your care.</p> <p>Members admitted before or during the transition period will not need to be discharged and re-admitted for administrative purposes.</p> <p>Arrangements are in place to ensure continuity of authorisations and claims processing during this period.</p>
<p>Will my doctor, hospital or healthcare provider still be able to treat me?</p>	<p>Yes. Existing provider networks and healthcare arrangements continue during the transition.</p> <p>We are working closely with healthcare providers to ensure continuity of care and minimise disruption for members.</p> <p>If your doctor would like to join the Bonitas network, they can contact phanetworks@pha.co.za</p>



Question	Bonitas response
Will my approved benefits or treatment plans still be valid?	Yes. Existing approved benefits, treatment plans and authorisations will continue as approved. You do not need to reapply.
How can I find a doctor, hospital or provider on the network?	Please visit www.bonitas.co.za/networks

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